

LightLines

OCT.-NOV. 2009

A newsletter for Concord Municipal Light Plant's residential customers

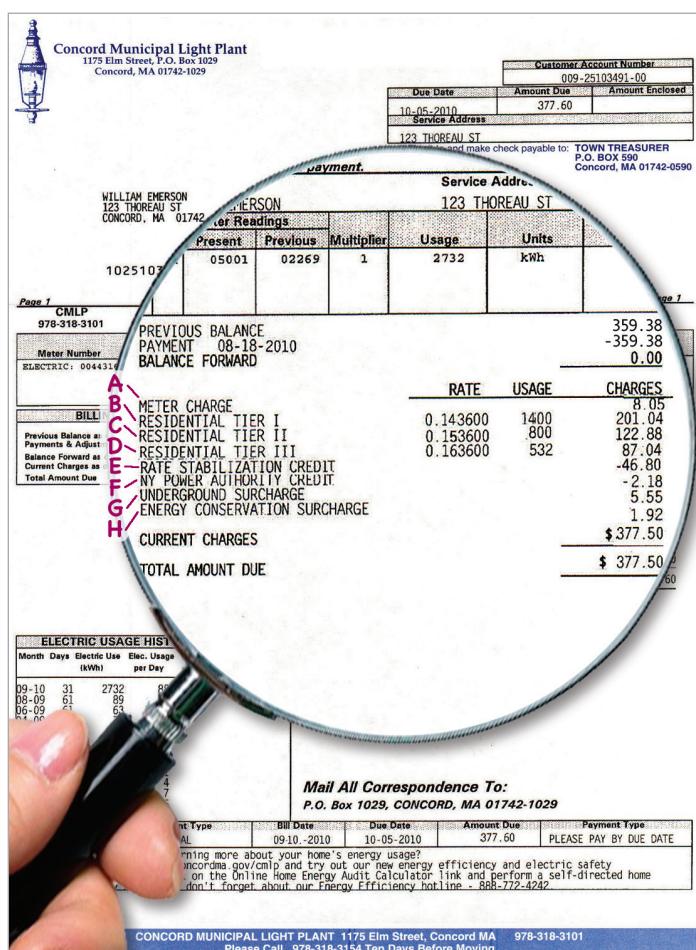
HOW TO READ YOUR NEW ELECTRIC BILL

The new rates that went into effect October 1 required some changes to the line items listed in the center right portion of your bill. Here is how that portion of the new bill will look for a customer who used 2,732 kilowatt-hours in one month.

YOU MAY NOTICE...

- Concord's median residential customer uses only about 700 kilowatt-hours per month, but we used 2,732 here to show all three rate tiers.
- This bill is for one month's usage. Usage tiers will be doubled for bills covering two months.
- All electricity used after the rate change will be billed under the new rates. For bills that include usage before October 1, bills will show both the old and the new rates, prorated as appropriate.

- Current bills do not include a PURCHASE POWER ADJUSTMENT. This adjustment is tied to the market cost of power, and is adjusted as needed to recover actual costs. When the adjustment is zero, as is now the case, the PPA does not appear on bills.
- The Power Factor block applies only to some commercial customers, and will remain blank on residential bills.



A. METER CHARGE—This partially covers the cost to maintain your electric service from the street, read your meter, process your bill, and maintain your account. This amount did not change under the new rates.

B. RESIDENTIAL TIER I—The first 1,400 kilowatt-hours per month are billed at the Tier I energy rate of 14.36 cents per kilowatt-hour.

C. RESIDENTIAL TIER II—The next 800 kilowatt-hours per month are billed at the Tier II rate of 15.36 cents per kilowatt-hour.

D. RESIDENTIAL TIER III—All kilowatt-hours over 2,200 per month are billed at the Tier III rate of 16.36 cents per kilowatt-hour.

E. RATE STABILIZATION CREDIT—This credit is the result of funds collected since 2006 to help mitigate the anticipated higher power supply costs attendant to the expiration of our current contract.

F. NY POWER AUTHORITY CREDIT—This credit has been adjusted to reflect conservation goals. It now applies only to the first 75 kilowatt-hours used per month. The credit, which by law applies only to residential customers, comes from low-cost hydroelectric power generated by federal projects in upstate New York.

G. UNDERGROUND SURCHARGE—Your total bill, less taxes and Energy Conservation Surcharge, times 1.5%. This helps fund Concord's conversion to underground electric service, as mandated by voters.

H. ENERGY CONSERVATION SURCHARGE—This covers both the state-mandated Energy Conservation Service Charge, and the Concord Light CARES program. The .052% monthly surcharge benefits a variety of local energy conservation programs.

New tiered rates in effect October 1

A new rate structure that includes innovative changes aimed at encouraging conservation went into effect October 1 for all Concord Light customers. The new residential rates were designed with a tiered price structure that reflects the long-run cost of electricity by charging more for higher usage. Here's how it works:

- Each month, the first 1,400 kilowatt-hours are billed at the Tier I energy rate, currently 14.36 cents per kilowatt-hour. The 1,400 usage amount is about twice Concord's median residential usage of 684 kilowatt-hours per month.

- The next 800 kilowatt-hours are billed at the Tier II rate of 15.36 cents each.

- All kilowatt-hours over 2,200 per month are billed at the Tier III rate of 16.36 cents.

A tiered rate structure has been under consideration for more than a year, as we worked to incorporate Concord Light's need for increased revenue with ongoing conservation goals. A 2008 customer survey indicated that some two-thirds of Concord residents support tiered rates.

See reverse side for how the new rates will affect customer costs.

How will the new rates affect you?

CALL NOW, SAVE LATER

For expert energy-saving advice, call toll-free 888-772-4242 to speak with an advisor who can answer your home energy questions. Call the same number to schedule a no-charge home energy audit including an on-site analysis of your home's energy use.



Our customers can also receive rebates of \$50 to \$150 for certain energy-efficient appliances such as Energy Star-rated dishwashers, dehumidifiers, refrigerator/freezers, washing machines, and room air conditioners. Rebate application forms with complete program details are available at our office and at concordma.gov/cmfp.

For the 75% of residential customers who use less than 1,400 kilowatt-hours per month, the changes will raise bills by about 3%.

For example, customers with Concord's median residential usage of 684 kilowatt-hours per month will see a monthly cost increase of 2.8% (\$2.67 per month), or \$5.34 per bimonthly bill.

If you are on the Residential Assistance Rate, the first 500 kilowatt-hours are discount-

ed. For farm customers, all rate blocks are reduced by 10%.

The changes are designed to increase Concord Light's overall revenue by 4.7%. The increase is necessary to cover non-power supply costs, which have risen steadily since the last such increase in 2004. Even after the increase, bills here remain lower than in nearby NStar communities.

RESIDENTIAL BILL COMPARISON

Concord Light \$94.25

684 kilowatt-hours
October 2009

NStar \$118.78

Controlled electric water heating changes

For residential customers with controlled electric water heating, the discounted water heating rate appears as a new block of 400 kilowatt-hours within the Tier I rate. Here's how it works:

- Each month, the first 350 kilowatt-hours are billed at the Tier I rate, currently 14.36 cents per kilowatt-hour.

- The next 400 kilowatt-hours are billed at 5.5 cents each.
- The next 1,050 kilowatt-hours are billed at the Tier I rate.
- The next 800 kilowatt-hours are billed at the Tier II rate of 15.36 cents each.
- All kilowatt-hours over 2,600 per month are billed at the Tier III rate of 16.36 cents.

ETS rate can cut heating costs

For customers billed under the ETS—electric thermal storage—heating rate, the rate changed to 5.5 cents per kilowatt-hour on October 1.

The ETS rate, which requires a separate meter, is available to those who take advantage of ETS technology to heat their homes or businesses. With cold weather right around the corner, now is the time to see if you could cut your heating costs with ETS.

ETS uses electricity during off-peak hours to heat high-density ceramic bricks. The stored heat can then be used to warm spaces any time. Because ETS energy is used off-

peak, it qualifies for a lower electric rate that saves money compared to oil or natural gas.



ETS can be used with forced-hot-water, forced-hot-air, or individual room units. It's clean and efficient, and is working well for dozens of Concord homes and businesses—including Concord Light. Its benefits also include no chimney or exhaust concerns since no fuel is burned, and no inconvenient fuel deliveries or storage tank liabilities to worry about.

For more details, call us at 978-318-3101 or visit concordma.gov/cmfp. You're also welcome to drop by Concord Light to see our ETS units.



Concord Municipal Light Plant

Monday-Friday

8:00 a.m. - 4:30 p.m.

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